

PR/118826 | IT Helpdesk Analyst

Job Information

Recruiter
JAC Recruitment UK

Job ID
1623467

Industry
IT Consulting

Job Type
Permanent Full-time

Location
United Kingdom

Salary
Negotiable, based on experience

Refreshed
November 17th, 2026 11:12

General Requirements

Minimum Experience Level
Over 3 years

Career Level
Mid Career

Minimum English Level
Business Level

Minimum Japanese Level
Basic Level

Minimum Education Level
Associate Degree/Diploma

Visa Status
No permission to work in Japan required

Job Description

Company: Financial Institute

Position: IT Helpdesk Analyst

Type: Permanent

Location: City of London (Hybrid)

Salary: 40,000 – 45,000 GBP

Job responsibilities:

1. To act as 1st line (and 2nd line) support in responding to problems and queries experienced by staff with respect to systems and software used by the London Branch and the Amsterdam Subsidiary.

2. To undertake and support IT computer operations (including iSeries).

3. Day-to-day monitoring of the helpdesk system to ensure calls are responded to within the Service Level Agreement (SLA) criteria, appropriately qualify support requests, ensure adequate information is collected and resolve or assign to appropriate technical resource. Monitor progress of all open calls. Prepare management reports regarding performance of the helpdesk.

4. To setup and deploy desktop PCs, including physical and virtual, and associated equipment.

5. To assist IT technical staff in the deployment, removal and troubleshooting of IT systems.

6. To assist and train staff in the use of desktop software and IT systems.

7. To monitor and maintain stocks of IT hardware and consumables.

8. To maintain Helpdesk records and system inventories including Asset Control.

9. To undertake MS 365 administration support.

Experience:

1. 2-3 years of IT Helpdesk experience

2. Experience of working withing financial services

3. Excellent communication

4. Strong understanding of MS365 technology

5. Familiar with Japanese language or Japanese culture (Nice to have)

We regret to inform applicants that only shortlisted candidates will be notified.

Thank you for understanding.

#LI-JACUK #UN

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Company Description